



LEARNING & ORGANIZATIONAL DEVELOPMENT ASSOCIATE/ SENIOR LEARNING & ORGANIZATIONAL DEVELOPMENT ASSOCIATE

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of professional, technical and analytical work for the Tempe Learning Center (TLC) that supports a continuous learning environment and enhances organizational performance.

Distinguishing Characteristics:

Learning & OD Associate - This is the journey-level professional class in the series. This class is distinguished from the Senior Learning & OD Associate by the performance of less complex duties. Since this class is typically used as a training class, or in the performance of journey-level professional work, employees may have only limited directly related work experience.

Senior Learning & OD Associate - This is the advanced-level professional class within the series. Employees within this class are distinguished from Learning & OD Associate by the performance of the full range of duties, as well as overseeing the more complex duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit, and are performing the full range of duties assigned to the class. Positions in this class are flexibly staffed and are normally filled by internal advancement from the Learning & OD Associate level of this class, or when filled externally, require prior training and organizational development experience.

Supervision Received and Exercised:

Receives general supervision from supervisory and management staff.

May exercise direct supervision over para-professional, technical and administrative staff.

CITY OF TEMPE

Learning & OD Associate/Senior Learning & OD Associate
(continued)

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Plan, develop and implement key strategic systems and programs related to learning and organizational development.
- Consult with various levels of management and technical advisors to ensure consistency of training and organizational development plans with overall City and departmental needs; create and participate on interdepartmental task forces or boards designed to address specific problems. Research, develop, and implement special projects for the city or department; consult with various departments and management groups to analyze and determine appropriate training resources and strategies.
- Research, recommend and implement goals and objectives for special programs, projects and systems; participate in short- and long-term planning; establish schedules and methods for program operations; oversee the implementation of policies and procedures. Evaluate external and internal learning and organizational development processes; provide technical assistance.
- Conduct analysis and research on a broad range of learning and organizational development assignments. Perform extensive research for curriculum development projects; educational technologies; collect information on operational and administrative initiatives and perform comprehensive analysis; prepare comprehensive administrative, operational, and statistical reports; prepares monthly, quarterly and annual reports. Research a wide variety of materials to remain current in the training and development field including participation in state-wide adult education and training programs.
- Prepare, administer and monitor the division's operating budget and the citywide employee tuition reimbursement benefit account; coordinate the budgeting process; maintain and monitor budget controls; prepare and/or approve budgetary transfers as required; prepare cost estimates for budget recommendations and submit justification for budget items; monitor and control expenditures; advise administrative personnel on budget problems, policies, and procedures.

CITY OF TEMPE

Learning & OD Associate/Senior Learning & OD Associate

(continued)

- Evaluate, reconcile, and process requisitions/invoices for payments, monthly statements, and cash receipts; coordinate tuition reimbursement usage with employees and payroll; maintain financial records.
- Prepare and assist others in the preparation of proposal specifications for education partnerships; make recommendations for bid awards; monitor contract compliance and program delivery. Exercise technical and functional supervision over the work of external contractors and vendors involved in specialized course development, design and delivery.
- Develop and implement citywide training programs. Facilitate workshops and training sessions. Develop, modify and coordinate program curricula. Coordinate the development and certification of new TLC faculty members. Critically evaluate and monitor TLC faculty members and provide on-going consultation on adult education and training techniques to ensure quality programming.
- Staff TLC Advisory Board meetings and manage various educational sub-committee projects that impact the learning and development strategies for City of Tempe employees.
- Conduct individual employee development consultations and confidential counseling; develop individual training/education plans.
- Compile a variety of statistical reports, tabulate data, prepare training and evaluation reports; create and analyze learning and organizational development surveys.
- Develop, maintain, promote, and update a variety of marketing materials related to TLC activities including maintenance of TLC webpage and various informational sources.
- Serve as liaison between education/training institutions and city employees. Serve as project manager in the development and delivery of education/training partnerships.
- Interpret tuition reimbursement and training related policies and procedures; convey information to employees and others.
- Assist the City Attorneys' Office, Human Resources and supervisors in responding to confidential employee-related interrogatories and training issues.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Learning & OD Associate

One to two years of increasingly responsible administrative support experience with one year of professional experience in adult training/educational program development.

Senior Learning & OD Associate

Two years of continuous program administration in education, training, or organizational development in a professional setting; public industry preferred.

Training:

Equivalent to a Bachelor's degree in education, organizational development or a related field. A Master's degree is preferred.

Successful completion of Alternative Dispute Resolution (ADR) certification training for mediator skills from a recognized resolution service (such as the American Arbitration Association) is desirable. Nationally recognized adult education and organizational development certifications are desirable.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2648/2649

FLSA: Exempt